



# ◀ IMPORTANT UPDATE ▶

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
November 14, 2025	<ul style="list-style-type: none"><li>Phase 2 for ES, GX, LC, LS, LX &amp; RZ vehicles</li></ul>

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



## SAFETY RECALL 25LA06 (Remedy Notice)

**Multiple Models and Model Years**  
**Rear View Camera Image May Freeze or Not Display**  
**NHTSA Recall No. 25V-744**

	<b>STOP! DO NOT SELL NEW VEHICLES IN DEALER INVENTORY.</b> <i>Refer to Dealer Inventory Procedures section for more details.</i>	
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On October 30, 2025, Lexus filed a Noncompliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on Multiple model year Multiple Model vehicles.

Model / Years	Production Period	Approximate Total Vehicles	Approximate Stop Sale Dealer Inventory
2023 - 2025 ES 250	Early October 2022 - Mid-June 2025	100	0
2023 - 2025 ES 300h	Mid-September 2022 - Early October 2025	17,500	340
2023 - 2025 ES 350	Early September 2022 - Late September 2025	17,400	230
2024 - 2025 GX	Late May 2023 - Early June 2025	42,000	30
2024 - 2025 LC 500	Mid-May 2023 - Early January 2025	900	2
2024 - 2025 LC 500 Convertible	Mid-May 2023 - Early January 2025	1,700	4
2024 - 2025 LC 500h	Late May 2023 - Mid-December 2024	30	0
2023 - 2025 LS 500	Mid-October 2022 - Mid-September 2025	3,400	10
2023 - 2025 LS 500h	Mid-June 2022 - Late July 2025	200	1
2022 - 2025 LX 600	Late July 2021 - Early August 2025	21,000	190
2025 LX 700h	Late August 2024 - Early August 2025	2,300	200
2022 - 2025 NX 250	Early June 2021 - Early May 2025	300	0
2022 - 2025 NX 350	Early April 2021 - Early August 2025	28,300	80
2022 - 2025 NX 350h	Early April 2021 - Early August 2025	30,500	20
2022 - 2025 NX 450h+	Early April 2021 - Mid-May 2025	18,800	20
2023 - 2026 RX 350	Early November 2022 - Late September 2025	125,300	1330
2023 - 2025 RX 350h	Early November 2022 - Late September 2025	60,000	280

2023 - 2025 RX 500h	Early November 2022 - Late September 2025	17,200	0
2024 - 2026 RX 450h+	Late April 2023 - Early September 2025	10,400	240
2024 - 2025 RZ 300e	Late August 2023 - Early April 2025	5,300	4
2023 - 2025 RZ 450e	Mid-October 2022 - Early April 2025	11,200	5
2024 - 2026 TX 350	Mid-September 2023 - Mid-September 2025	57,400	1250
2024 - 2026 TX 500h	Mid-September 2023 - Early October 2025	14,100	480
2024 - 2026 TX 550h+	Early January 2024 - Mid-September 2025	1,250	6

**Condition**

Under certain circumstances the backup camera image in the subject vehicles may not be displayed or may freeze briefly after being displayed while reversing. If this occurs while the vehicle is being reversed, the vehicle may not meet a federal safety standard, and there can be an increased risk of a crash with a person behind the vehicle.

**Remedy**

Lexus dealers will update the software for the Panoramic View Monitor System's Parking Assist ECU, which will address this issue, **FREE OF CHARGE**.

**Campaign Phase Interpretation**

Campaigns may be launched in phases due to many factors, such as: the nature of the repair, parts availability, etc. It is important that each VIN is confirmed using TIS to determine if the vehicle is in the remedy or interim phase. Only perform the repair that is available for the specific VIN. *If a remedy repair is performed on an interim phase vehicle, the claim will be subject to debit.*

<b>Tech Requirements</b> LIC206A - Electrical Repair 1
<b>Inspection/Repair Time</b> Repair: 0.6, 0.7 or 0.8
<b>Owner Notification Date</b> Late December 2025
<b>Salvage Title Eligible</b> Yes

**REMEDY PHASE - ELIGIBLE FOR REPAIR**

**Campaign Description:** Safety Recall X0X - Remedy Notice - 2004-2005 Model Year Toyota - Generic Recall Description

**Completion Status:** Not Completed

[\[Show Documents\]](#)

**A**

**B**

**STATUS IDENTIFICATION**

**A:** Campaign Description: X0X Remedy

**B:** Completion Status: Not Completed

- This vehicle is eligible to have the remedy performed.*

**INTERIM PHASE - FUTURE REPAIR**

**Campaign Description:** Safety Recall X0X (X1X) - Interim Notice - 2004-2005 Toyota - Generic Recall Description

**Completion Status:** Not Completed

[\[Show Documents\]](#)

**A**

**B**

### STATUS IDENTIFICATION

A: Campaign Description: X1X Interim

B: Completion Status: Not Completed

- *This vehicle is in the interim phase; the remedy **CANNOT** be performed at this time.*

### Campaign Phases

Phase	UIO	Model Year Vehicles	Estimated Remedy Timing
1	285,700	TX, RX	Available Now
2	123,200	ES, GX, LC, LS, LX & RZ	Available Now
3	78,00	NX	TBD

### Owner Notification

#### Mail

Lexus will notify owners by late December 2025.

#### Lexus App

Vehicles involved in this Noncompliance Recall will be visible in the Lexus App at time of announcement.

### Guest Contacts

Guests may contact your dealership with questions regarding the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A FAQ is provided to assure a consistent message is communicated.

Guest with additional questions or concerns are asked to please contact the Lexus Brand Engagement Center (1-800-255-3987) - Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

### Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to [pressroom.lexus.com](http://pressroom.lexus.com).

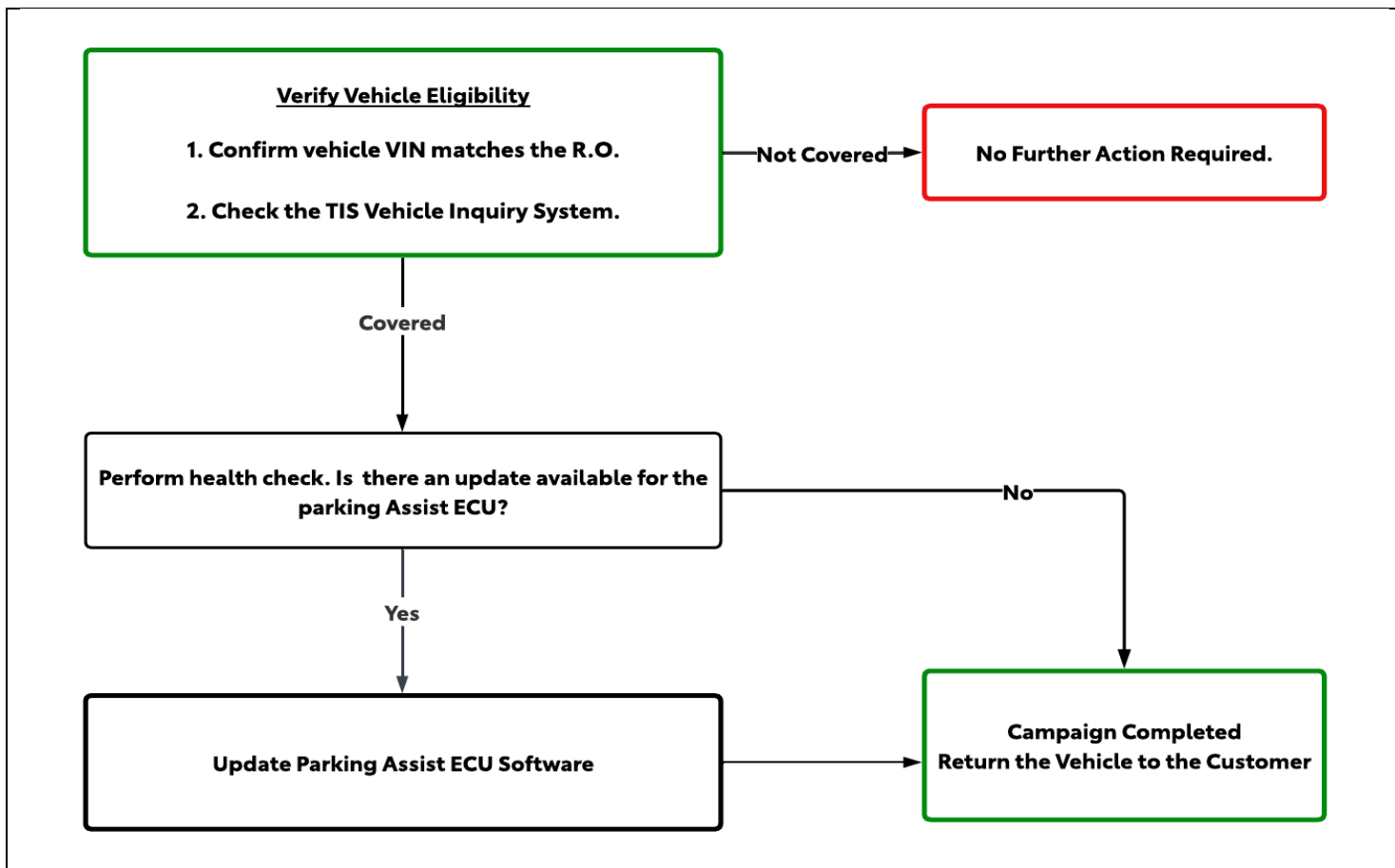


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## Service Department

Warranty Reimbursement Procedure



Op Code	Description	Flat Rate Hours
25LA06R1	Update Parking Assist ECU software on GX, LC, RZ & TX	0.6
25LA06R2	Update Parking Assist ECU software on LS & LX	0.7
25LA06R3	Update Parking Assist ECU software ES & RX	0.8

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

Lexus usual guest care amenities apply to this Safety Recall and are subject to the guidelines published in the Lexus Warranty Policy and Procedure Manual and the Safety Recall, Special Service Campaign (SSC), and Limited-Service Campaign (LSC) General Services and Claim Filing Policies and Procedures document on TIS.

- Fill the guest’s fuel tank (use sublet type GA).
  - For RZ vehicles, recharging the EV battery up to 80% can be claimed at a maximum amount of \$15 (use sublet type GA).
- Charge guest’s vehicle (use sublet GA)
- Alternative Transportation at a maximum of 3 days and a maximum rate of \$55.00 per day while the vehicle is being remedied (use sublet type RT).
- Pick-up and redelivery of the guest’s vehicle (use sublet type DE).
- Car wash (use sublet type CW).
- Remote Repairs (use sublet type RR).

## Salvage Title Vehicles

Every attempt should be made to complete an open Safety Recall when circumstances permit, unless noted otherwise in the Safety Recall dealer letter.

## Remedy Procedures

Refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

## Technician Training Requirements

The repair quality of covered vehicles is extremely important to Lexus. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly, technicians performing this repair are required to have completed the following courses:

- LIC206A - Electrical Repair 1

## Sales Department

### New Vehicles in Dealership Inventory

There are approximately 4,700 vehicles in new dealer inventory as of October 27, 2025.



Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

### NOTE:

- *New vehicles in dealer inventory subject to a Safety Recall must be remedied before delivery into commerce under a sale or lease. Dealer-to-dealer trades as well as vehicle sales between dealers should not be made until a vehicle is remedied.*
- Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

## Frequently Asked Questions

### Q1: *What is the condition?*

A1: Under certain circumstances the backup camera image in the subject vehicles may not be displayed or may freeze briefly after being displayed while reversing. If this occurs while the vehicle is being reversed, the vehicle may not meet a federal safety standard, and there can be an increased risk of a crash with a person behind the vehicle.

### Q1a: *Is there anything I can do until the remedy is performed?*

A1a: Even if the rearview camera is operational, do not overly rely on the system. Always turn and check surroundings before proceeding.

- To avoid Image freeze: After Ignition is on, allow at least 3 seconds before shifting into reverse
- To avoid a black screen: Vehicle should not be turned on and off in less than 13 seconds; doing so may cause a black screen the next time vehicle ignition is on.

**Q2: What is Lexus going to do?**

A2: Lexus dealers will update the software for the Panoramic View Monitor System's Parking Assist ECU, which will address this issue, **FREE OF CHARGE.**

**Q3: Which and how many vehicles are covered by this Safety Recall?**

A3: There are approximately 486,900 vehicles covered by this Safety Recall.

Model / Years	Production Period	Approximate Total Vehicles
2023 - 2025 ES 250	Early October 2022 - Mid-June 2025	100
2023 - 2025 ES 300h	Mid-September 2022 - Early October 2025	17,500
2023 - 2025 ES 350	Early September 2022 - Late September 2025	17,400
2024 - 2025 GX	Late May 2023 - Early June 2025	42,000
2024 - 2025 LC 500	Mid-May 2023 - Early January 2025	900
2024 - 2025 LC 500 Convertible	Mid-May 2023 - Early January 2025	1,700
2024 - 2025 LC 500h	Late May 2023 - Mid-December 2024	30
2023 - 2025 LS 500	Mid-October 2022 - Mid-September 2025	3,400
2023 - 2025 LS 500h	Mid-June 2022 - Late July 2025	200
2022 - 2025 LX 600	Late July 2021 - Early August 2025	21,000
2025 LX 700h	Late August 2024 - Early August 2025	2,300
2022 - 2025 NX 250	Early June 2021 - Early May 2025	300
2022 - 2025 NX 350	Early April 2021 - Early August 2025	28,300
2022 - 2025 NX 350h	Early April 2021 - Early August 2025	30,500
2022 - 2025 NX 450h+	Early April 2021 - Mid-May 2025	18,800
2023 - 2026 RX 350	Early November 2022 - Late September 2025	125,300
2023 - 2025 RX 350h	Early November 2022 - Late September 2025	60,000
2023 - 2025 RX 500h	Early November 2022 - Late September 2025	17,200
2024 - 2026 RX 450h+	Late April 2023 - Early September 2025	10,400
2024 - 2025 RZ 300e	Late August 2023 - Early April 2025	5,300
2023 - 2025 RZ 450e	Mid-October 2022 - Early April 2025	11,200
2024 - 2026 TX 350	Mid-September 2023 - Mid-September 2025	57,400
2024 - 2026 TX 500h	Mid-September 2023 - Early October 2025	14,100

Original Publication Date: October 30, 2025

2024 - 2026 TX 550h+	Early January 2024 - Mid-September 2025	1,250
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**Q3a:** *Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?*

A3a: Yes, BZ4X, Camry, Crown, Crown Signia, Grand Highlander, Grand Highlander HV, Highlander, Highlander HV, Land Cruiser, Mirai, Prius, Prius Prime, Rav4, Rav4 HV, Rav4 PHV, Sienna and Venza vehicles are covered by this Safety Recall.

**Q4:** *What if I previously paid for repairs related to this Safety Recall?*

A4: Reimbursement consideration instructions will be provided in the owner letter.

**Q5:** *How does Lexus obtain my mailing information?*

A5: Lexus uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q6:** *What if I have additional questions or concerns?*

A6: If you have additional questions or concerns, please contact the Lexus Brand Engagement Center at 1-800-255-3987 Monday through Friday, 8:00 am to 8:00 pm, Saturday 9:00 am to 7:00 pm Eastern Time.

## Policies And Procedures

### New Vehicles in Dealership Inventory - Reminder

Below is a reminder of the dealer's obligations pertaining to Safety Recalls if there are new vehicles in dealership inventory:

Under Title 49, Section 30112 of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard or contains a defect related to motor vehicle safety. Further, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### Pre-Owned Vehicles in Dealer Inventory

To ensure guest satisfaction, Lexus requests that dealers complete this Safety Recall on any used vehicles currently in dealer inventory that are covered by this Safety Recall prior to guest delivery.

**NOTE:** Dealers can identify if any of their new and used inventory has any open campaigns in the Vehicle Inventory Summary available in Dealer Daily. The Vehicle Inventory Summary may take up to 4 hours to populate information for newly launched campaigns.

### Lexus Certified Used Vehicle

The LCertified policy prohibits the certification of any vehicle with an outstanding Safety Recall, Special Service Campaign, or Limited Service Campaign. Thus, no affected units are to be designated, sold, or delivered as a LCertified until all applicable Safety Recalls, Special Service Campaigns, and Limited Service Campaigns have been completed on that vehicle.

### LCCS Service Loaners

Lexus requests that dealers remove all LCCS Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

*Original Publication Date: October 30,2025*

**Claim Filing Accuracy and Correction Requests**

It is the dealer's responsibility to file claims correctly for this Safety Recall. This claim filing information is used by Lexus for various government reporting activities; therefore, claim filing accuracy is crucial. If it has been identified that a claim has been filed using an incorrect Op Code or a claim has been filed for an incorrect VIN, refer to Warranty Procedure Bulletin [PRO17-03](#) to correct the claim.

**Guest Reimbursement**

Reimbursement consideration instructions will be included in the owner letter.